

ORCHARD HEIGHTS WATER ASSOCIATION POLICY

POLICY STATEMENT: #1

**TITLE: BILLING, PAST DUE ACCOUNT
PROCEDURES, & ASSOCIATED CHARGES**

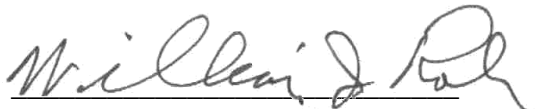
DATE APPROVED:

REVISED DATE(S): revised 06/21/2016

1. Bills will be mailed by the 5th of each month and payments are due by the 15th of the same month.
2. As stated in Bylaw Article 11.4.2, any unpaid amounts carried forward to the next month's statement are considered a minimum of Ten (10) days delinquent. The billing statement will be stamped "PAST DUE" notifying the membership they are in arrears.
3. Pursuant to Bylaw Article 11.4.1, a late payment charge may be imposed on late unpaid amounts. The charge will be one and one-half percent (1 1/2%) or \$5.00, whichever is greater and shall be applied to all unpaid amounts carried forward to the next month's statement.
4. Minor clerical mistakes, transposition of numbers or late bills can inadvertently cause an underpayment that automatically triggers a late payment charge.
5. The OFFICE MANAGER may dismiss the imposition of the "Late payment charge", if there is a valid substantiated explanation for the inadvertent imposition of the late charge.
6. The OFFICE MANAGER shall report to the Board of Directors any instance of dismissal of the late charge at the next regular Board meeting. The circumstances shall be included in the monthly minutes.
7. Any unpaid amount carried forward for two consecutive monthly statements is considered "non-payment for Forty (40) days". In this event, the statement will be stamped "PAST DUE", another late charge may be applied, and both a copy of Article 11 from the Bylaws and a letter requiring full payment by the statement due date will be enclosed with the billing statement. Payment may be requested in the form of cash or money order.

8. In the event the full amount due to the Association is not received by this 'PAST DUE' statement's due date, a certified letter will be issued stating the scheduled shut off date. To cover the additional costs associated with this shutoff notice, an assessment of \$10.00 will be charged to the delinquent account. The delinquent party will be given no less than ten (10) days' prior written notice of the effective date for shut off as required by Article 11.4.3 of OHWA Bylaw.
9. If full amount due is not received, water will be shut off and the meter locked on the scheduled date.
10. Water will remain shut off until full payment is received plus an additional reconnect fee. The reconnection fee is set by the Board of Directors at \$25.00.
11. If full amount due is not received after 60 days, the water will remain shut off and Membership in this Association may be terminated and the membership certificate canceled as provided in Article 4, Section 4.5 of the Association Bylaws.

APPROVED:


Secretary/Treasurer or President